

OLD STATION SURGERY SURVEY RESULTS

ANY OTHER COMMENTS OR SUGGESTIONS

APPOINTMENTS

Once needed an urgent appointment. Reception would not get me in – was annoyed as I never visit Doctor unless necessary.

If patient calls the wrong line, it would be better if they were transferred to the correct number, instead of being told they should re-dial the correct number.

Make appointments available more with own GP.

Phone lines open more – can never get through.

Opportunity to see preferred Doctors.

Don't like the 48 hour Appointment system.

Appointments Line always busy at certain times – could this be improved (8.00 a.m.)?

Extra Phone Line.

More respect to patients when calling on phone.

Evenings/Late nights – like for like for Walk In Centre which closed.

Perhaps more staff to answer phones at 8.00 a.m.

Kirk Hallam patients have problems trying to see Doctor of choice – would like to be able to make appointments at Kirk Hallam not Old Station Surgery.

Open appointment line at Cotmanhay please.

WAITING TIMES

It would be nice if there was a way to see if a Doctor is running late and how long.

Advise how late Doctor is running when booking in.

Be seen on time.

Improved waiting times but I too work within the NHS so know it's not possible.

DOCTORS AND NURSES

I once saw a Doctor who told/moaned about how long I was going to take as she was running late and then rushed me (I wanted 30 minutes).

More Doctors required.

There is one Doctor I found very unhelpful and would refuse to see again.

No confidence in most Doctors. If too critical expect back-lash, e.g. happened to myself, with letter saying put up and shut up or leave Surgery!

Dr. Farndon is a lovely Doctor.

Emergency Doctor at all Surgeries, available all day, as we have no Walk In Centre any more.

More understanding about concerns.

Doctors and Nurses are all very friendly informative

APPOINTMENTS STAFF

Sometimes Receptionists are sharp and speak as though they are medically trained (one in particular) but on the whole very pleasant and helpful.

Majority of Receptionists are friendly. Have witnessed occasions where one or two have been unnecessarily rude to some patients.

Always told you are full but on arrival 9 out of 10 times no one is in the Surgery.

Usually treated politely and respectfully by Receptionists.

Staff, Doctors are all very friendly and informative.

PARKING

Better parking at Old Station Surgery.

Bigger Car Park

OUT OF HOURS SERVICE

Out of hours service response very slow. Decided to ring NHS Direct as an alternative and got a quicker response.

GENERAL OBSERVATIONS/SUGGESTIONS

Usually very efficient Surgery.

I think it is really important that we make sure we tell GP/Nurses all concerns about our health, not always leave it to the GP/Nurses to know everything.

Should allow breast feeding in the Waiting Room.

Too warm.

I always forget to put in my repeat prescription for medication I take every day, so having an alert system of some kind would be of benefit.

More and better Chairs.

Higher-backed chairs – one per Surgery.

Cot.

Needs more homely input in Surgery.

Too much information on Noticeboards, should present it electronically on screen.

De-clutter Noticeboards. Present the information electronically via a couple of screens.

Lack of privacy at Reception - giving personal details which can then be overheard in Waiting Room.

Level access at Cotmanhay.

Directions to other Surgeries more clear.

Not seen a local Doctor for years.

The Survey refers to Doctor in the male gender See Question 16). The Practice has female Doctors also (been corrected).

PATIENT PARTICIPATION GROUP

Would like to know more about what the PPG does.

I would be interested to know about the work of the PPG but would struggle to attend.

SATISFACTION

Very happy with the service I have received.

Progress Report on new Cotmanhay Surgery.

Everyone is very nice and pleasant

Excellent. Doing well.

Overall very satisfied. On a positive note the Surgery is very nice and it doesn't feel depressing. There is a good atmosphere and it's efficient.

I am thankful for how kind they all are and all their hard work.

I have been coming to Kirk Hallam Surgery for many years. The service me and my family receive from all the staff and Doctors is excellent.

I feel confident that if myself or my family needed medical attention the Surgery would do everything to help.